

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-D**

Company Name: Citizens Telecommunications Co of CA Inc

U#: U-1024-C

Report Year: 2025

Reporting Unit Type: ☒ Total Company ☐ Exchange ☐ Wire Center

Reporting Unit Name: CTC of CA Inc

Measurement (Compile monthly, file quarterly)			Date filed (05/15/25)			Date filed (08/15/25)			Date filed (11/15/25)			Date filed (02/15/26)		
			1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Customers		Acct # for voice or bundle, res+bus	20,132	19,709	19,212									
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	3,340	3,290	3,234									
		Total # of trouble reports	31	42	20									
		% of trouble reports	0.93	1.28	0.62									
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	10,095	9,913	8,695									
		Total # of trouble reports	139	132	122									
		% of trouble reports	1.38	1.33	1.40									
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	13,761	13,408	14,035									
		Total # of trouble reports	263	284	266									
		% of trouble reports	1.91	2.12	1.90									
	Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	221	257	228									
		Total # of repair tickets restored in ≤ 24hrs	203	236	213									
		% of repair tickets restored ≤ 24 Hours	91.86%	91.83%	93.42%									
		Sum of the duration of all outages (hh:mm)	5,120.99	4,028.76	3,064.32									
		Avg. outage duration (hh:mm)	23.17	15.68	13.44									
	Unadjusted Out of Service Report	Indicate if catastrophic event is in month	No	No	No									
		Total # of outage report tickets	250	296	260									
		Total # of repair tickets restored in ≤ 24hrs	198	230	210									
		% of repair tickets restored ≤ 24 Hours	79.20%	77.70%	80.77%									
		Sum of the duration of all outages (hh:mm)	8,197.18	7,581.74	5,463.28									
Refunds		Avg. outage duration (hh:mm)	32.79	25.61	21.01									
		Number of customers who received refunds	21	17	25									
		Monthly amount of refunds	\$435.82	\$374.08	\$355.54									
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls within 60 seconds to reach live agent (w/ a menu option to reach live agent)		Total # of calls for TR, Billing & Non-billing	93,798	91,115	88,415									
		Total # of call seconds to reach live agent	4,222,192	926,284	1,447,392									
		% within 60 seconds	87.7%	96.9%	95.5%									

**Primary Utility Contact Information**

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